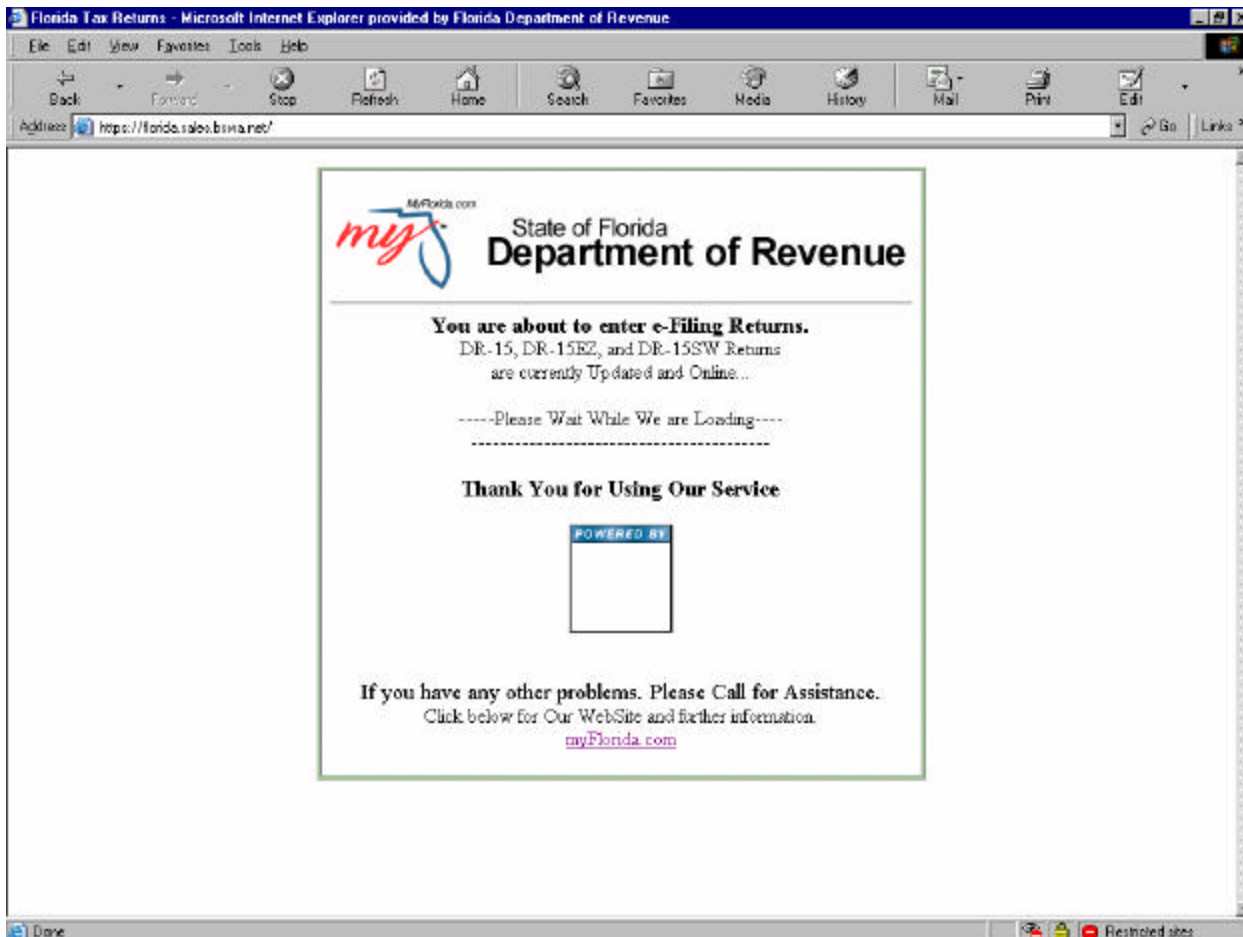


Problems with Pop-Up Blockers, Scripting and site restriction Microsoft Internet Explorer

REV. 10/05

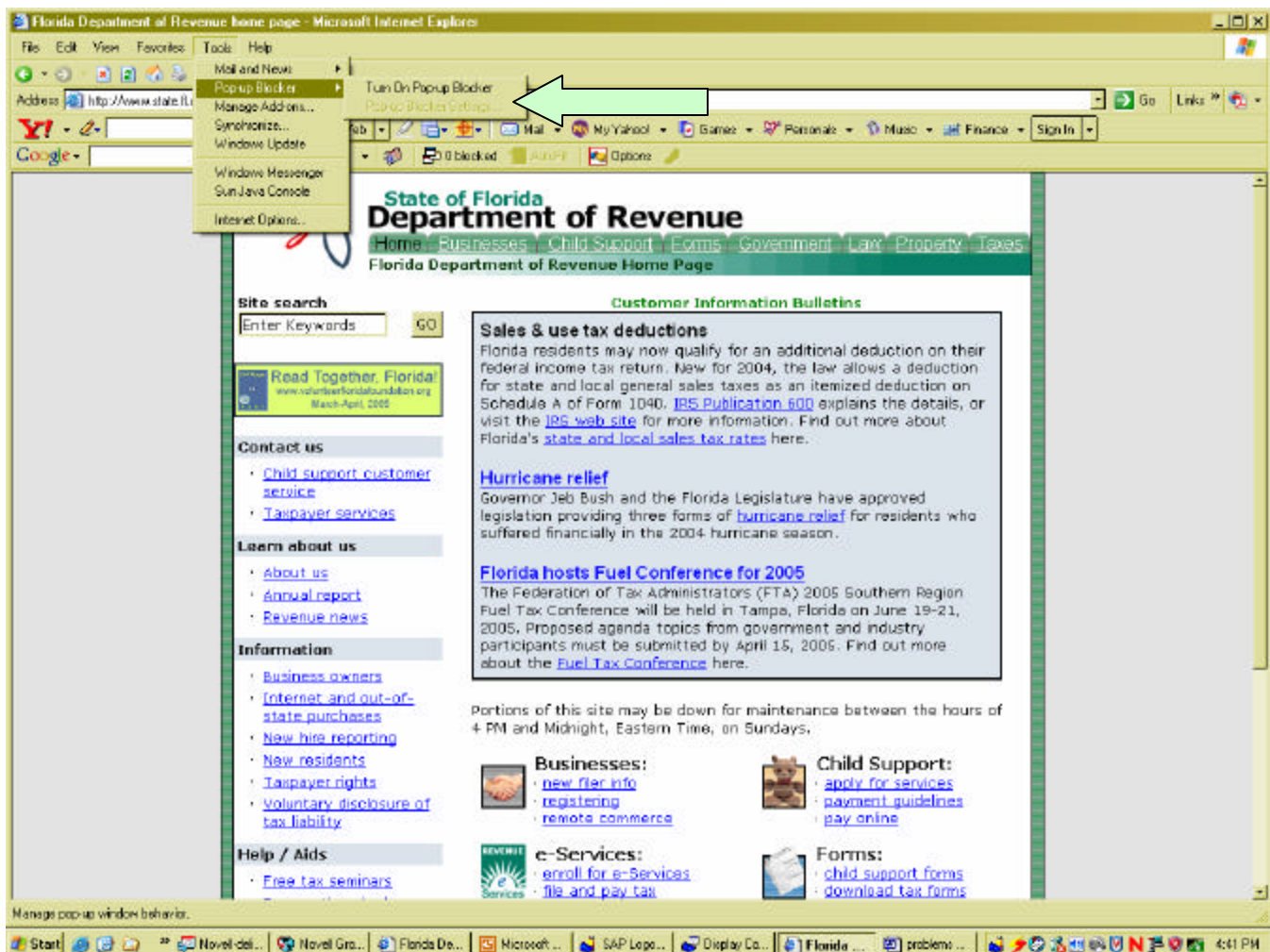
Some taxpayers experience difficulties while trying to access the Department's Internet file-and-pay sites. When trying to access a file-and-pay site, you may see the screen shown below. Does the site never load or are you immediately returned to the home page? This could be caused by any number of technical issues. The most common are pop-up blockers, scripting settings and site restriction.

NOTE: Definitions of terms used can be found at the end of this guide.

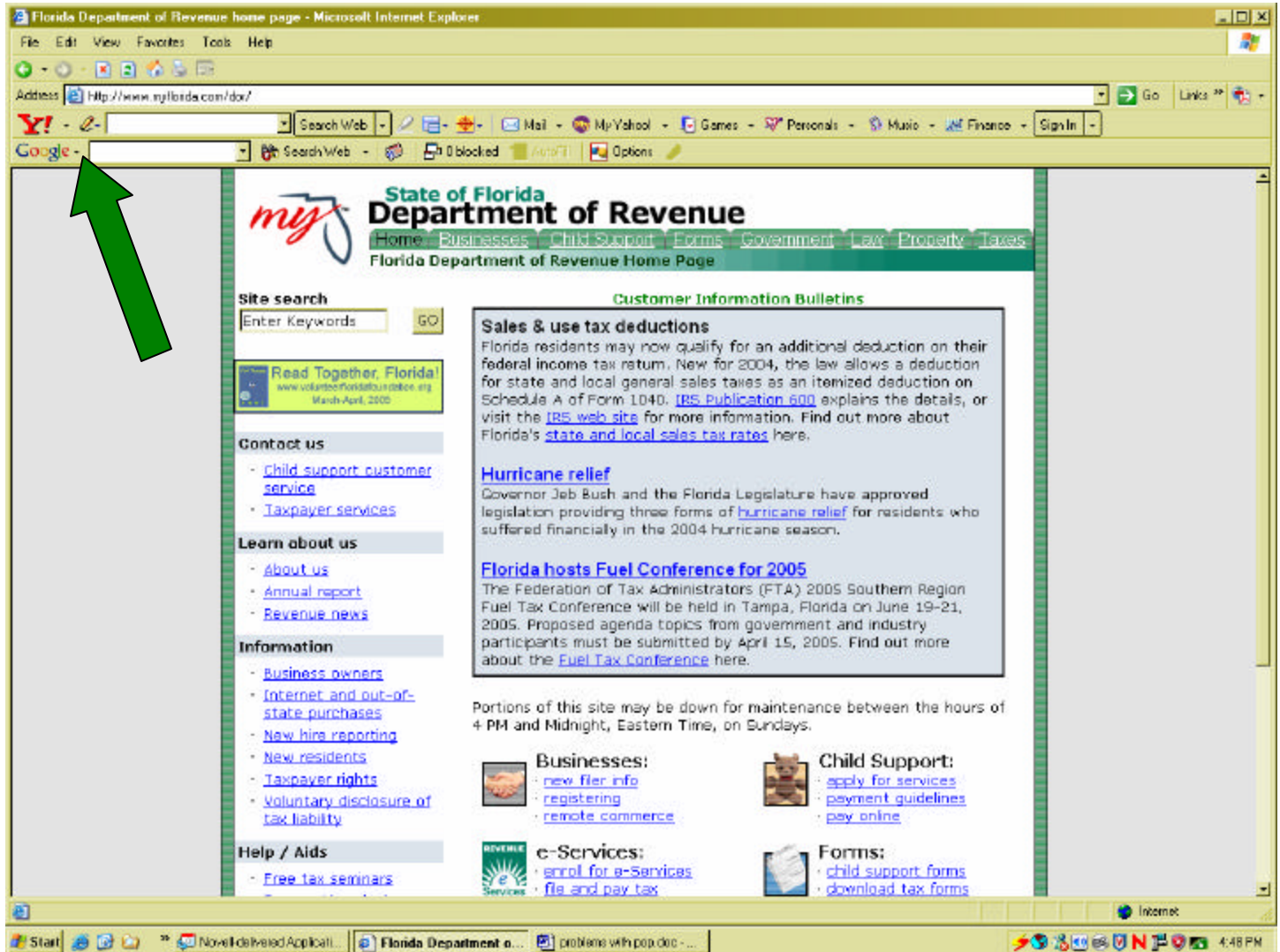


First – Are you using pop-up blocking software?

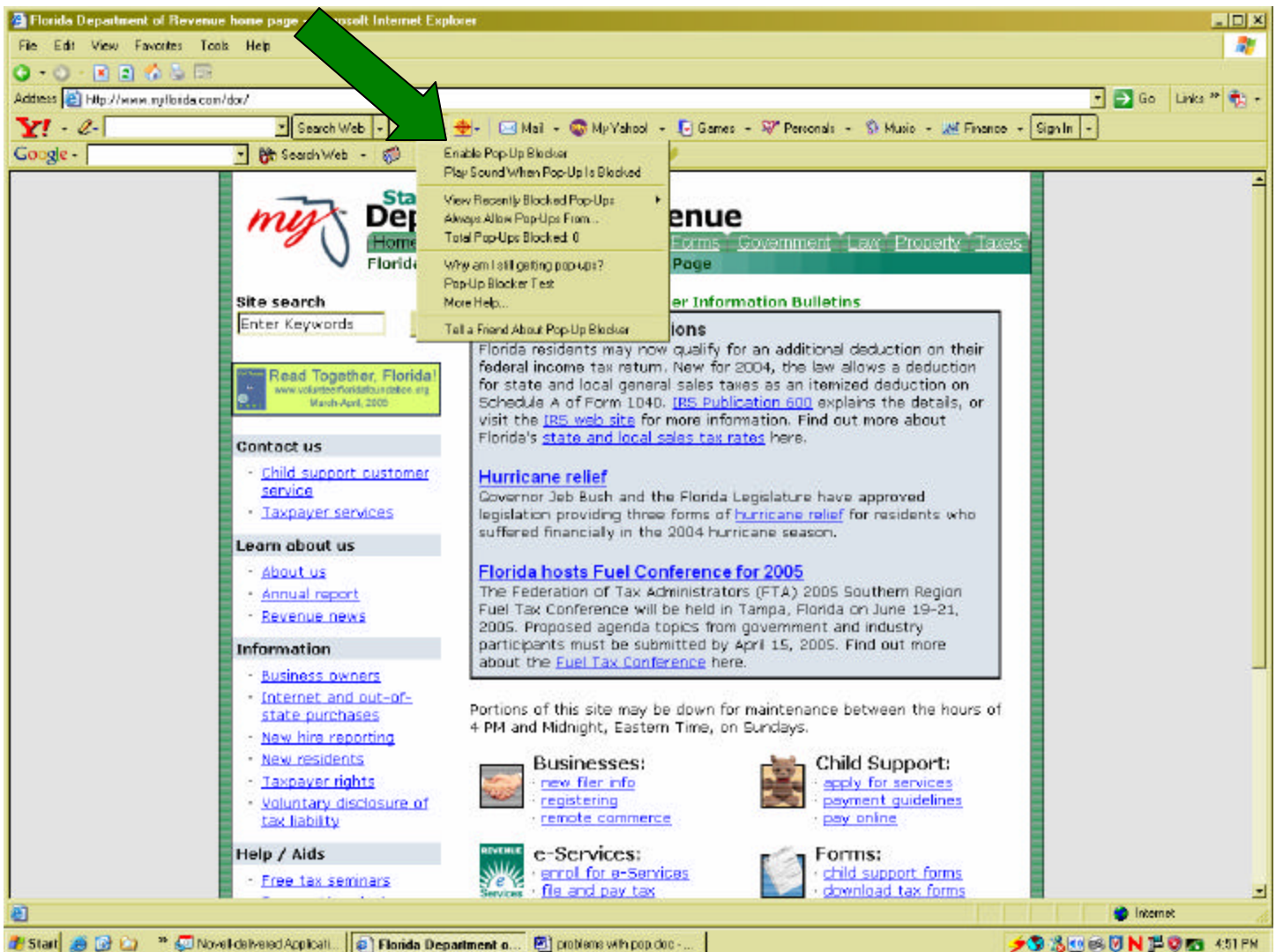
If so, you will need to disable or turn this software off while using our file-and-pay sites. Please look under “Tools” on Internet Explorer and see if you have a pop-up blocker. If you have **Service Pack 2 (SP2)**, a pop-up blocker was installed on your computer. The screenshot below shows the pop-up blocker turned off.



The next most common pop-up blocker is found in the secondary toolbar. Shown in the screenshot below are the two most common secondary toolbars: Yahoo and Google. If you have any other type of toolbar displayed, please check the buttons on the toolbar to find the pop-up blocker and disable it. You can also go to **Add/Remove Programs** in the control panel to remove these secondary toolbars completely if you so choose.



To disable the pop-up blocker on the Yahoo toolbar, click on the icon shown below. Make sure a checkmark is **not** displayed beside "Enable Pop-Up Blocker". If you see a checkmark, the pop-up blocker is enabled and you must uncheck it.



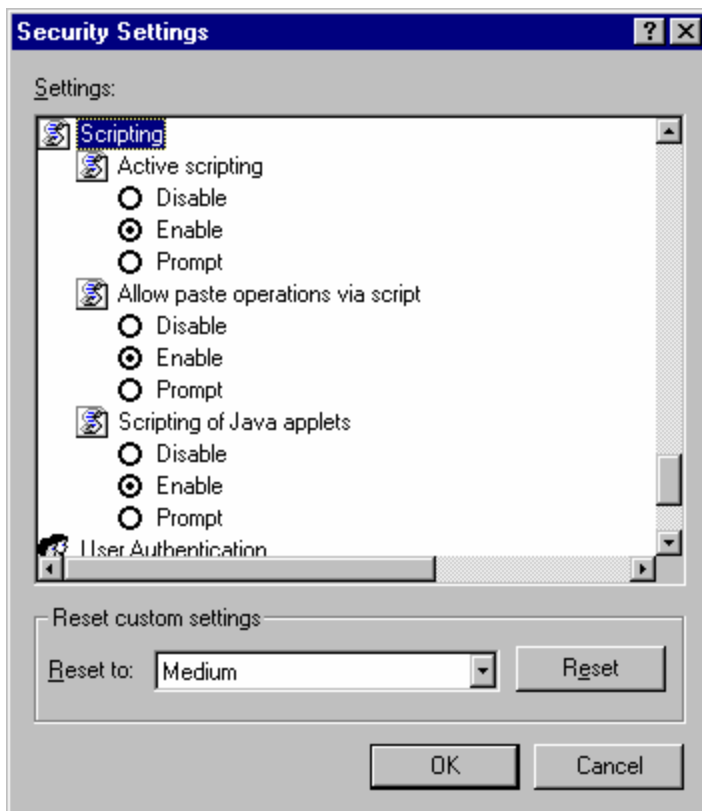
To disable the pop-up blocker on the Google toolbar, click on the button that says "blocked". This button acts as a toggle key which allows you to turn the pop-up blocker on and off. It should read "site pop ups allowed".



Second – Has your Active Scripting feature been disabled?

If so, our sites will not load and function properly. Here is what you should do to check to see if active scripting has been disabled and to make the change to enable this feature.

1. Start Internet Explorer
2. On the **Tools** menu, click **Internet Options**
3. Click the **Security** tab
4. Click **Custom Level**
5. Scroll down almost to the bottom until the “**Scripting**” heading is in view (shown below)
6. Click the circle next to **Enable** under “**Active scripting**”
7. Click **OK**, then **OK** again to close the window
8. Close/Exit Internet Explorer and then reopen



Third – Are Florida Department of Revenue web sites on your list of restricted sites?

If so, our sites will not load and function properly. Here is what you should do to check to see if our sites are on your list of restricted sites and, if so, how to remove them from the list.

1. Start Internet Explorer
2. On the **Tools** menu, click **Internet Options**
3. Click the **Security** tab
4. Click **Restricted Sites**, and then click **Sites**

If any of our sites (listed below) are in your list, you must remove them before continuing. You should highlight the site(s) in the list and click **Remove Site**. You should follow the prompts to apply the changes, exit the settings area, close/exit Internet Explorer, and then reopen.

Department of Revenue homepage
Sales/solid waste file and pay site
Unemployment file and pay site
Communications services file and pay site
Gross Receipts file and pay site

www.myflorida.com/dor
<https://florida.sales.bswa.net>
<https://florida.uc.bswa.net>
<https://florida.cst.bswa.net>
<https://florida.grt.bswa.net>

Definitions

Toolbar A series of selectable buttons in a graphical user interface (GUI) that give the user an easy way to select desktop, application or Web browser functions. Toolbars are typically displayed as either a horizontal row or a vertical column around the edges of the GUI where they are visible while the application is in use. Most applications use toolbars as they give the user another option aside from pull-down menus.

Secondary Toolbar A toolbar that is usually located below the Internet Explorer address bar. It typically includes a range of options/buttons that perform actions for that software application such as blocking pop-up advertisements.

Toggle The act of switching from one setting to another (i.e. clicking on it once enables a feature and clicking on it again disables a feature, and vice versa).

Scripting Website programs that run in your Internet browser.

Restricted Sites Web sites that have been blocked for access by certain computer configurations.

Service Pack 2 (SP2) An update provided by Microsoft Corporation to enhance security for Internet Explorer

Pop-up blocker A pop-up blocker allows you to stop most browser windows from “popping up” without your permission giving you more control over your web browsing experience.

Enable/Disable Turn on/turn off.

Software A program, or group of programs, designed for end users. Application software includes word processing and spreadsheet programs.